

VIKING COMMUNICATIONS, INC.

CUSTOMER PROPRIETARY NETWORK INFORMATION

Customer Proprietary Network Information (CPNI) is defined as (47USC222(h)(1)):

(A) information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and

(B) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier;

except that such term does not include subscriber list information.

Examples of such information would be: number of units, sub-audible signaling codes, frequencies, etc.

No Viking Communications, Inc. (Viking) employee shall disclose any customer information to any third party without:

1. Express written from the customer:

1.1. on customer letterhead

1.2. sent from the customer's Address of Record

1.3. signed by an authorized officer of the customer's company

1.4. verified by a Viking employee, by contacting the customer's contact of record

The intent of this federal law is to prevent the release of any customer information to third parties for sales and/or marketing purposes. It could also extend into concerns of customer privacy.

Situations infrequently arise where this type of information would be requested, but on the occasion it does, we must obtain a written request, as described above. If the customer would find themselves in a situation where they frequently call for this type of information, a verbal password system could be enacted.

Since most of our customers are entities, and not actual people, discussing this information with anybody in the employ of the entity is not expressly prohibited.

Federal law requires that all employers enact a disciplinary procedure for breaches of the above policy. Any intentional breach of this policy will be dealt with on a case-by-case basis. Disciplinary actions up to, but not limited to, termination of employment may result from intentional breach of this policy.